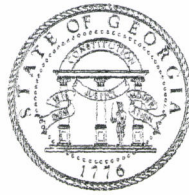


COMMISSIONERS:

STAN WISE, CHAIRMAN
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Received & Inspected
DEBORAH K. FLANNAGAN
EXECUTIVE DIRECTOR

JUN 20 2017

REECE McALISTER
EXECUTIVE SECRETARY

FCC Mail Room

Georgia Public Service Commission

(404) 656-4501
(800) 282-5813

244 WASHINGTON STREET, S.W.
ATLANTA, GEORGIA 30334-5701

FAX: (404) 656-2341
www.psc.state.ga.us

June 27, 2017

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: TRS Consumer Complaint Log Summaries for June 1, 2016 through May 31, 2017
CG DOCKET NO. 03-123

Dear Ms. Dortch,

The Georgia Public Service Commission respectfully submits the enclosed complaint log in connection with the provisioning of Telecommunications Relay Service pursuant to Section 64.604(c)(ii) of the FCC's rules. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Georgia to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Georgia. Georgia's complaint summary is associated with complaints related to FCC TRS rules.

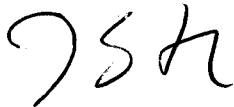
Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

Georgia Relay has received a total of 11 complaints in violation of FCC mandatory minimum standards for the time period June 1, 2016 through May 31, 2017. In addition, Georgia Relay Service has received a total of 1 CTS complaint in violation of FCC minimum standards for the same time period.

No. of Copies rec'd 0
List ABCDE

Please feel free to contact me at 404-657-4990 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

A handwritten signature in black ink, appearing to be 'TSH' or similar, written in a cursive style.

Tonika Starks

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GA Relay 2016 - 2017 FCC TRS Complaint Report

June 2016 - May 2017

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JUN 20 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	EC Description of Resolution	Category	Sub-Category
160727-000060	7/27/2016		Janelle	Janelle	Prison administrator stated they could not reach the Relay.	7/27/2016	Customer Care provided several dialing options for reaching Relay which were unsuccessful. Customer Care recommended contacting their technical department to check the call routing. Issue has been resolved and customer is satisfied.	External Complaints	Miscellaneous
160820-000018	8/20/2016		Dan	Dan	Customer inquired about why a call which was not long distance before is now showing as being long distance.	8/20/2016	Customer Care referred the customer to their telephone service provider for assistance. Customer understood.	External Complaints	Miscellaneous
161011-000068	10/11/2016		Dan	Dan	Representative from a Prison Facility stated they are having issues placing calls through Relay.	10/12/2016	Customer Care gathered the customer's information and forwarded it to management, who acknowledged receipt. Management contacted the representative and determined the issue was an internal issue rather than an issue with Relay which the facility phone service resolved. Caller was satisfied.	External Complaints	Miscellaneous
160925-000006	9/25/2016	9077	Sam	Sam	Customer stated the CA did not follow policy/procedure.	9/26/2016	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management; which determined that the CA did follow proper procedure. CA did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170128-000007	1/28/2017	9034/Ryan	Tyna	Tyna	Customer stated the CA did not follow policy/procedure.	2/1/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the OPR had processed the call. Information was forwarded to management; which determined the OPR followed proper procedure. The OPR did not receive refresher training in regards to this issue.	Service Complaints	Didn't Follow Policy/Procedure
170415-000007	4/15/2017		Kacie	Kacie	Customer stated they have been receiving suspicious telephone calls through the relay.	4/18/2017	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious/Harassment Call

160728-000049	7/28/2016		Carey	Carey	Representative from a correctional facility stated they are receiving a recording stating that the number has been identified as misuse of Relay. Representative stated that there are inmates at the facility whom require use of Relay and the facility would like the block removed.	7/28/2016	Customer Care apologized and stated information would be forwarded to the technical department; which discovered the number was blocked by the state for misuse of Relay. Customer Care requested a response from the facility on official letterhead. Facility provided the letter and information was forwarded to management. Routing was changed. Facility was contacted and successfully tested the line. Facility was satisfied.	Technical Complaints	Busy Signal/Blockage
170113-000067	1/13/2017		Dan	Dan	Customer stated they were receiving a lot of garble during the call.	1/13/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling

Georgia CapTel FCC Complaint Report 6/1/2016 to 5/31/2017

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
753457	01/20/2017 02:45pm	CapTel	Service	14034	Customer reported inaccurate captions on the CapTel 800.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching techniques and increased monitoring frequency for the CA to ensure consistent quality performance.	01/23/2017 03:21pm	Over 48 hours	PZ